

MIAMI-DADE WATER AND SEWER DEPARTMENT

SUB-METER INSTALLATION, GENERAL INFORMATION & REQUIRED MAINTENANCE

A sub-meter is purchased and installed by the customer or contractor for the sole purpose of receiving credit for the potable water that DOES NOT enter the Department's sanitary sewer system. This is at the customer's expense observing all current Department guidelines pertaining to a sub-meter installation. The sub-meter must be installed on the customer's service line (down-stream from the Department's service meter, and not within the same meter box as the Department's meter). The sub-meter is to register ONLY that portion of potable water that does not enter the Department's sanitary sewer system, and to be used only for outside usage (filling pools, use of sprinklers, etc.).

- ◆ Sub-meters are to be purchased from the Miami-Dade Water and Sewer Department Customer Relations Branch at the Douglas Building located at **3071 SW 38TH AVENUE** (behind the Douglas Road Metro Rail Station). Office hours for purchasing sub-meters are from 8:00 AM to 5:00 PM, Monday through Friday, excluding holidays. Payment for purchase of sub-meters are to be made in cash, check, or money orders only (credit card payments are not accepted), made out to Miami-Dade Water and Sewer Department, no credit card payments are accepted.
- ◆ Sub-meters and boxes are to be picked up at the Douglas Building storeroom located at **3071 SW 38TH AVENUE** (behind the Douglas Road Metro Rail Station). Hours for picking up sub-meters and boxes are from 8:00 AM to 3:00 PM, Monday through Friday, excluding holidays. ****CAUTION: SUB-METER BOXES WEIGH UPWARDS OF 70 LBS. DUE TO INSURANCE REGULATIONS, DEPARTMENT PERSONNEL CANNOT PLACE BOXES INTO PRIVATE VEHICLES****
- ◆ All sub-meters must be installed at the customer's property no more than (10) lineal feet from the Department's domestic service water meter.
- ◆ The sub-meter must be easily accessible to Department personnel (i.e. there cannot be a fence or other obstruction between the Department's domestic water meter and the sub-meter). The sub-meter must also include a shut-off valve on the inlet side of the sub-meter within the sub-meter box. An approved sub-meter box is one that can accommodate both the sub-meter and the shut-off valve within the same box (a round box will not be approved). Any location of the sub-meter that exceeds (10) lineal feet from the Department's domestic water meter; must be approved by the Department prior to the installation of the sub-meter. For sub-meter final inspections and/or approval of sub-meter installation locations that exceed (10) lineal feet, please call the Sub-Meter Department at (786) 552-8806 for approval.

As per section 2.06 (8) of the Miami-Dade Water and Sewer Department's Rules and Regulations:

- ◆ *It is the customer's responsibility to ensure access to and the readability of the sub-meter to Department personnel. This indicates that the customer must allow access to the sub-meter for reading purposes. Therefore, it is the customer's responsibility to make sure the area surrounding the sub-meter is kept clear of obstructions, and that the sub-meter be kept within Department guidelines at all times.*
- ◆ *It is also the customer's responsibility to remove and repair the sub-meter itself whenever necessary. After reinstalling any repaired or replacement sub-meter, the customer shall promptly advise the Department of the completed repairs in order to determine if Department guidelines were followed in reinstalling the sub-meter. Please call the Sub-Meter Department at (786) 552-8806 to schedule a new inspection on a repaired or replaced sub-meter, cleanup of a sub-meter box or surrounding area need not be called in for an inspection after completed.*
- ◆ Once the sub-meter has been installed and approved, it is advised that the customer review the billing statement to confirm that the sub-meter is indeed recording consumption, and operating properly. If there is no consumption indicated in the sewer section of the billing statement, the sub-meter may be stopped or defective, if the sub-meter was in fact used during the billing period. It is advised that the customer should have the sub-meter tested (at the customer's expense) to ensure that the sub-meter is performing properly, and to take the necessary steps to repair or replace the sub-meter with an approved replacement sub-meter. **Please note that no adjustment or credits will be issued during the period in which the sub-meter is inoperative, removed from the premise, or a reading is not obtainable.**

- ◆ Purchase of an approved sub-meter, or replacement sub-meter is to be made from the Miami-Dade Water and Sewer Department only, located at **3071 SW 38TH AVENUE** (behind the Douglas Road Metro Rail Station) at the customer's expense. All sub-meters must register in cubic feet; **GALLON SUB-METERS FROM OUTSIDE VENDORS WILL NOT BE ACCEPTED OR BE APPROVED!**
- ◆ It is the customer or contractor's obligation to notify the Department when a sub-meter has been installed, functional and ready for inspection (any faucet or sprinkler system connected to the sub-meter must be completed, functioning, and in operation at the time of inspection). Please call the Sub-Meter Department at (786) 552-8806 to schedule an inspection. A \$50.00 service charge will be applied to the customer's account after the inspection is completed, approved, and the sub-meter is installed into the Department's billing system (this service charge also applies to any other inspection performed on a customer owned sub-meter).
- ◆ **NO CREDIT WILL BE ISSUED UNTIL A FINAL INSPECTION IS PERFORMED AND THE DEPARTMENT APPROVES THE SUB-METER INSTALLATION! PLEASE CALL (786) 552-8806 TO SCHEDULE A FINAL INSPECTION AFTER INSTALLATION IS COMPLETED, OR FOR ANY OTHER INSPECTION THAT IS REQUIRED FOR SUB-METERS!**
- ◆ If the customer wishes to cancel the purchase before a sub-meter and/or a box is picked up, the customer can request a refund at the Douglas Building/Special Billing Section. However, if the sub-meter and/or box have been picked up, the unused/undamaged equipment must be returned to the Department's Douglas Building Storeroom for a refund. Please note that there will be a 4% overhead/restocking fee charged on all returns after the equipment has left the Department's premises. **No meters, boxes, or lids will be accepted for return after 90 (calendar) days, or once put into operation.**
- ◆ The Department's personnel must have free and clear access to the sub-meter without any obstructions during normal working hours. The customer must also adhere to the Department's standards, and guidelines for required sub-meter maintenance; it is the customer's obligation/responsibility to perform any required maintenance on a customer owned sub-meter. If any unacceptable conditions have been found and/or reported by any Department personnel with a customer owned sub-meter, the customer must repair, replace or correct any condition reported to avoid having the sub-meter deactivated from the Department's billing system. Unacceptable conditions are listed below:
 1. **CLEAN OUT SUB-METER BOX**, customer must clean out sub-meter box to a level that exposes the sub-meter and pipes within the sub-meter box.
 2. **SUB-METER BOX COVER BROKEN**, customer must replace broken sub-meter box cover.
 3. **SUB-METER BOX BROKEN**, customer must replace broken sub-meter box.
 4. **DIRTY DIAL**, customer must clean or replace sub-meter with an approved replacement sub-meter.
 5. **GLASS BROKEN**, customer must repair or replace sub-meter with an approved sub-meter; repairs are made at our Meter Shop located at **1001 NW 11TH ST** (they will determine if a sub-meter is repairable or not).
 6. **DAMAGED DIAL**, customer must repair or replace sub-meter with an approved sub-meter; repairs are made at our Meter Shop located at **1001 NW 11TH ST** (they will determine if a sub-meter is repairable or not).
 7. **BROKEN BONNET LID**, customer must repair or replace sub-meter with an approved sub-meter; repairs are made at our Meter Shop located at **1001 NW 11TH ST** (they will determine if a sub-meter is repairable or not).
 8. **STOPPED SUB-METER**, customer must replace sub-meter with an approved sub-meter.
 9. **SUB-METER BOX BURIED**, customer must uncover buried sub-meter box, and clear out surrounding area of any obstructions, also to allow free and clear access to customer's sub-meter within normal working hours.
 10. **LEAK AT SUB-METER**, customer must repair any leaks found within the sub-meter box (the customer should repair any leaks within the property immediately to avoid having excessive charges applied to a customer's account).
 11. **10 YEAR ALLOWED LIMIT ON SUB-METERS**; customer must replace or re-certify the sub-meter every 10 years with an approved sub-meter. Sub-Meters can be assessed to be re-certified at our Meter Shop located at **1001 NW 11th ST** (Monday thru Friday from 9:00am to 3:30pm).

As per section 2.06 (8) of the Miami-Dade Water and Sewer Department's Rules and Regulations:

- ◆ *If requested by the Miami-Dade Water and Sewer Department, the customer shall deliver the sub-meter to the department's premises for inspection and testing (at the customer's expense). Unless testing mandates earlier replacement, **ALL SUB-METERS SHALL BE REPLACED AT LEAST ONCE EVERY TEN (10) YEARS.** The replacement sub-meter must meet the same standards as the sub-meter initially installed. The replacement shall be at the customer's expense.*